

OBSERVATION REPORT #78

KPMG Consulting has not received responses from Verizon-NJ on several pre-orders submitted.

ISSUE

During the period of August 8, 2000 to January 3, 2001, KPMG Consulting submitted 1,871 EDI preorders and received 1,844 EDI responses. According to Verizon South Pre-Order Business Rules¹, a pre-order should receive a response (either valid response or error message). The following table summarizes the findings.

Type	Number of Pre-Orders Submitted	Number of Responses Received	Number of Missing Responses	% or Missing Responses
ADI	62	56	6	9.68%
ADR	608	606	2	0.33%
CSR	151	148	3	1.99%
DDA	194	192	2	1.03%
DLR	50	50	0	0
ISR	54	54	0	0
LQB	233	232	1	0.43%
LXR	98	98	0	0
PSA	28	17	11	39.29%
SOR	40	40	0	0
TR1	15	15	0	0
TR3	171	171	0	0
TR5	167	165	2	1.20%
Grand Total	1871	1844	27	1.44%

ASSESSMENT

Verizon-NJ's inability to provide responses to all pre-orders submitted may inhibit a CLEC's ability to effectively service its customers.

¹ Verizon South Pre-Order Business Rules, version 4.4.1, Publication date September 2000, Release date October 2000

This observation report is for discussion purposes only and is subject to change without notice.